

OIL INDIA LIMITED
(A Government of India Enterprise)
P.O. Duliajan, Pin – 786602
Dist-Dibrugarh, Assam

Corrigendum No. 9 dated 07.12.2021 to IFB No. CDH8325P22 – Hiring of Services for Remote Online Condition Based Maintenance System for Gas Engine driven Reciprocating Gas Compressors.

- This Corrigendum is issued for incorporation of the following changes in few clauses of the subject tender as enclosed vide **ENCLOSURE-I**.

All others terms and conditions of the Bid Document remain unchanged. Details can be viewed at www.oil-india.com.

ENCLOSURE I

S. No.	Page No.	Section	Sub - Section	Existing clause as per NIT	Proposed Clause	Action
1	Page no. 02	Forwarding Letter	Mobilization Period/Kick Off	Total 140 days from the issue of Work order/Mobilisation Notice.	A period of 30 days for project kick-off, after issue of Mobilization Notice. The project kick-off shall be considered as T ₀ which is the start of the project.	Modify
2	Page no. 02	Forwarding Letter	Duration of Contract	03 (Three) years from the date of Go-Live with a provision of extension by another one year	03 (Three) years and 06 (months) from completion of mobilization/project kick off with a provision for extension by another 01 (one) year at the same terms and conditions, limited to the 3 rd year Service Subscription rate.	Modify
3	Page no. 02	Forwarding Letter	Amount of Performance Security	3% of annualized Contract Value	3% of Total Contract Value	Modify
4.0	Page no. 31	BEC/BRC	Financial Rejection Criteria	Annual Financial Turnover of the bidder during any of preceding 03 (Three) financial/accounting years from the original bid closing date should be minimum Rs. 3,80,60,858.00 (Rupees Three Crore and Eighty Lakhs Sixty thousand Eight Hundred and Fifty eight rupees Only).	Annual Financial Turnover of the bidder during any of preceding 03 (Three) financial/accounting years from the original bid closing date should be minimum Rs. 2,60,94,500.00 (Rupees Two Crore and Sixty Lakhs Ninety-Four thousand Five Hundred only).	Modify
5.0	Page no. 82	Special Conditions of Contract (SCC)	Section I	<u>LIQUIDATED DAMAGES FOR DELAY IN MOBILIZATION/COMPLETION OF WORKS AND SERVICES:</u> In the event of the Contractor's default in timely mobilization/completion within the stipulated period, the Contractor shall be liable to pay liquidated damages @ 0.5% of contract value, per week or part thereof of delay subject to maximum ceiling of 7.5% of contract value.	Please refer to Sl. No 3 of Clause no 7.3 of Part III: SCC	Modify
6.0	Page no. 88	Part III: SCC	Details of service	Hiring of Services for remote Online Condition Based Maintenance System for Gas Engine driven Reciprocating Gas Compressors	Hiring of Services for remote Online Condition Based Maintenance System for Gas Engine driven Reciprocating Gas Compressors with a provision for extension by another 01 (one) year at the same terms and conditions, limited to the 3 rd year Service Subscription rate.	Modify
7.0	Page no. 108	Part III: SCC	Service Level Agreement	The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be provided by the System	The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service which shall be provided by the Bidder to OIL India Limited for the duration of this	Modify

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				Integrator to OIL India Limited for the duration of this Agreement.	Agreement.										
7.0	Page no. 110	Part III: SCC	7.1 Definitions	<p>Resolution of incidence as per below priority levels:</p> <ul style="list-style-type: none"> • P1 (Critical): Impacting Application/Database servers, application, an error renders portal solution completely unusable or nearly unusable or introduces high degree of operational risk. No workaround is available. Large number of users and/or core functionality is severely impacted. • P2 (High): Error renders essential functionality of the application to be consistently unavailable or obstructed and causes a moderate level of hindrance or risk. Workarounds may be available, but the use of application is acutely degraded and cause continuing operational risk. A moderate number of users are significantly impacted, but overall, the application continues to function • P3 (Medium): Error is an inconvenience or causes inconsistent behavior, which does not impede the normal functioning of the application. It could be an error that occurs inconsistently and affects non-essential functions, or it is an inconvenience that impacts a small number of users • P4 (Low): Error has a small degree of significance or is a minor cosmetic issue or is a “one off” case. A “one off” case occurs when the error occurs infrequently and cannot be reproduced easily. These are errors that do not impact the daily use of the program. A Low error is something that does not affect normal use, can be accepted for a period, but the user would eventually want changed • P5 (Very Low): Error/failure which 	<p>Resolution of incidence as per below priority levels:</p> <ul style="list-style-type: none"> • High(P1): These errors render essential functionality of the application (performance analysis and predictive maintenance analysis of the compressor package) which is consistently unavailable or obstructed and causes a moderate level of hindrance or risk and impacts Application/Database servers, application etc. No workaround is available. Large number of users and/or core functionality is severely impacted and the use of application is acutely degraded and cause continuing operational risk. • Low (P2): These errors have a small degree of significance or is a minor cosmetic issue or is a “one off” case. A “one off” case occurs when the error occurs infrequently and cannot be reproduced easily. These are errors that do not impact the daily use of the program. A low error is something that does not affect normal use, can be accepted for a period, but the user would eventually want changed. <table border="1" style="width: 100%; margin-top: 10px;"> <thead> <tr> <th style="text-align: center;">Severity</th> <th style="text-align: center;">Response Time</th> <th style="text-align: center;">Target Resolution</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">High (P1)</td> <td style="text-align: center;">1 day</td> <td style="text-align: center;">3 days</td> </tr> <tr> <td style="text-align: center;">Low (P2)</td> <td style="text-align: center;">2 days</td> <td style="text-align: center;">15 days</td> </tr> </tbody> </table>	Severity	Response Time	Target Resolution	High (P1)	1 day	3 days	Low (P2)	2 days	15 days	Modify
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				<p>has very low business impact but is required to be addressed so that it is resolved in near future.</p> <table border="1"> <thead> <tr> <th>Severity</th> <th>Response Time</th> <th>Target Resolution</th> </tr> </thead> <tbody> <tr> <td>Critical (P1)</td> <td>1 hour</td> <td>4 Business Hours</td> </tr> <tr> <td>High (P2)</td> <td>4 hours</td> <td>24 Hours</td> </tr> <tr> <td>Medium (P3)</td> <td>8 hours</td> <td>2 Business day</td> </tr> <tr> <td>Low (P4)</td> <td>24 hours</td> <td>3 Business days</td> </tr> <tr> <td>Very Low (P5)</td> <td>2 Business days</td> <td>15 Business Days</td> </tr> </tbody> </table>	Severity	Response Time	Target Resolution	Critical (P1)	1 hour	4 Business Hours	High (P2)	4 hours	24 Hours	Medium (P3)	8 hours	2 Business day	Low (P4)	24 hours	3 Business days	Very Low (P5)	2 Business days	15 Business Days		
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8.0	Page no. 110	Part III: SCC	7.2 Measurement of SLA	<p>The SLA metrics provided specifies performance parameters as baseline performance, lower performance and breach. All SLA calculations will be done on quarterly basis. The SLA also specifies the liquidated damages for breach conditions. The SI will get 100% of the Contracted value if there are no breaches reported for any of the SLA's. The penalty would be compounded every quarter. The quarterly payment shall be made after deducting the liquidated damages as mentioned above.</p> <p>SLA monitoring would be responsibility of the SI. The SI must provide monthly reports of all the SLAs and any ad-hoc report as may be required by OIL. OIL shall also have the right to conduct, either itself or through any other agency as it may deem fit, an audit/revision of the SLA parameters. The SLAs defined, shall be reviewed by OIL on quarterly basis after</p>	<p>The SLA metrics provided specifies performance parameters as baseline performance, lower performance and breach. All SLA calculations will be done on monthly basis. The SLA also specifies the liquidated damages for breach conditions. The monthly payment shall be made after deducting the liquidated damages as mentioned above.</p>	Modify																		

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				consulting the SI, Project Management Consultants and other experts. All the changes would be made by OIL after consultation with the SI and might include some corrections to reduce undue relaxation in Service levels or some corrections to avoid unrealistic imposition of liquidated damages, which are noticed after project has gone live.		
9.0	Page no 111	PART III: SCC	7.3 During Implementati on of SLA	<p>Any delay in the delivery of the project deliverables(solely attributable to bidder) would attract aliquidated damage per week of 0.5% of the value perweek of the services cost as mentioned incommercial bid for first 8 weeks and 1% per weekfor every subsequent week.</p> <p>If the liquidated damage reaches 10% of the totalcontract value, OIL may invoke termination clause.</p>	<p>In the event of the Contractor’s default in timely mobilization/kick off and subsequent default in completion of different milestones mentioned under Clause 8.0 Project Timelines, Contractor shall be liable to pay liquidated damages @0.5% of the contract value, for each week or part thereof of delay subject to a maximum of 7.5% of the contract value. Thereafter, penalty shall be levied on the Contractor @1% of the contract value, for each week or part thereof of delay subject to a maximum of 10% of the contract value.</p> <p>If the sum of liquidated damage and penalty reaches 10% of the total contract value, OIL at its discretion may invoke termination clause.</p> <p>However, if the time delay in mobilization/different milestones is made up by the party by timely completion of the job (go-live), no LD will be deducted. Similarly, if the mobilization has been completed before the scheduled time but completion of job (go-live) has been delayed, LD will be applicable only for the period exceeding the total period allowed for mobilization and completion of the job (go-live) put together. In case both mobilization and completion of the job (go-live) have been delayed, the LD will be applicable for both and the same will be recovered from the bills against installation and commission.</p>	Modify

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10.0	Page no. 111	PART :III SCC	7.4 Post Implementati on phase	<p>1. These SLAs shall be used to evaluate the performance of the services on monthly basis, but penalties would be levied for cumulative performance for the quarterly basis.</p> <p>2. Penalty levied for non-performance as per SLA requirements shall be deducted through subsequent payments due from OIL or through the Performance Bank Guarantee.</p> <p>3. The upper limit of penalty would be capped at 10% of the contract value for each quarter. In case the calculated penalty crosses 10% penalty of the contract value in 2 subsequent quarters, the penalty cap for the third quarter onwards, for each quarter will increase by 5% over the penalty cap for the preceding quarter till it reaches 20% of the contract value.</p> <p>4. Where SLA measurement is done on a monthly basis, sum of Liquidated Damages associated with each month shall apply for the quarter.</p> <p>5. Performance Liquidated Damages shall be levied for not meeting each SLA.</p> <p>6. Breach of SLAs target shall result in various severity level based on the business impact the component causes to services.</p> <p>7. The severity levels of SLAs and the associated financial Liquidated Damages are defined as per the following table:</p>	<p>1. These SLAs shall be used to evaluate the performance of the services on monthly basis and penalty would be levied for performance on the monthly basis.</p> <p>2. Penalty levied for non-performance as per SLA requirements shall be deducted from subsequent payments due from OIL or from the Performance Bank Guarantee.</p> <p>3. Breach of SLAs target shall result in various severity level based on the business impact the component causes to services.</p> <p>4.0 The severity levels of SLAs and the associated Penalty are defined as per the following table:</p>	Modify	
					Severity		<p align="center">Penalty applicable as a % on monthly payment (service subscription charges) for each compressor package</p>
					High		<p>In the event of the Contractor's default to resolve an SLA of high severity within 3 (three) days, the Contractor shall be liable to pay a penalty of 1% per day or part thereof delay on the monthly payment against the compressor unit. Beyond 30 days no monthly payment shall be made.</p>
					Low		<p>In the event of the Contractor's default to resolve an SLA of low severity within 15 (fifteen) days, the Contractor shall be liable to pay a penalty of 1% per day or part thereof delay on the monthly payment against the compressor unit. Beyond 30 days no monthly payment shall be made.</p>
					<p>Note:</p> <p>(i) The bidder is expected to keep sufficient spares (hardware) to avoid the above penalties.</p> <p>(ii) The individual SLAs will be defined during detail implementation phase and classification</p>		

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11.0	Page no 112	PART III:SCC	8.0 Project Timelines	<p>(i) Mobilization Time: A Total of 140 days (max) will be given as mobilization time after issue of work order for the Milestones.</p> <p>(ii) Contract Duration: Contract Duration shall be 3 years from the date of Go-Live and Extendable for another one year excluding Mobilization Time.</p>	<p>(i) Mobilization Period/ Project kick off: A period of 30 days for project kick-off (To) after the issue of Mobilisation Notice. The project kick-off shall be considered as To which is the start of the project.</p> <p>(ii) Contract Duration: 03(Three) years and 06 (months) from the completion of mobilization/project kick off with a provision for extension by another one year at the same terms and conditions, limited to the 3rd year Service Subscription rate.</p>	Modify																								

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13.0	Page no 113	PART III:SCC	9.0 Payment milestones	<table border="1"> <thead> <tr> <th colspan="3">Payment Milestones</th> </tr> <tr> <th>Sl. No</th> <th>Major Heads</th> <th>Payment Schedule</th> </tr> </thead> <tbody> <tr> <td colspan="3">Initial Installation and Commissioning Charges</td> </tr> <tr> <td>4</td> <td>User training, Knowledge transfer and Successful Go-Live of the end-to-end solution,</td> <td>100% of the installation & commissioning charges as quoted in line item 1.1 of the Price Bid</td> </tr> <tr> <td colspan="3">Subscription charges condition-based performance monitoring and predictive maintenance analytics package</td> </tr> <tr> <td>1</td> <td>Subscription charges </td> <td>100% of the fixed Monthly charges quoted in line item 2.2,2.3 & 2.4 of the Price Bid to be paid at end of every quarter starting from date of Go-Live.</td> </tr> </tbody> </table>	Payment Milestones			Sl. No	Major Heads	Payment Schedule	Initial Installation and Commissioning Charges			4	User training, Knowledge transfer and Successful Go-Live of the end-to-end solution,	100% of the installation & commissioning charges as quoted in line item 1.1 of the Price Bid	Subscription charges condition-based performance monitoring and predictive maintenance analytics package			1	Subscription charges	100% of the fixed Monthly charges quoted in line item 2.2,2.3 & 2.4 of the Price Bid to be paid at end of every quarter starting from date of Go-Live.	<table border="1"> <thead> <tr> <th colspan="3">Payment Milestones</th> </tr> <tr> <th>Sl. No</th> <th>Major Heads</th> <th>Payment Schedule</th> </tr> </thead> <tbody> <tr> <td colspan="3">Initial Installation and Commissioning Charges</td> </tr> <tr> <td>1</td> <td>User training, Knowledge transfer and Successful Go-Live of the end-to-end solution,</td> <td>100% of the installation & commissioning charges as quoted in line item 10.0 of the Price Bid on completion of installation & commissioning of all the 17 nos. of compressor packages. However, in the event OIL allows for partial installation and commission, the charges will be paid on pro-rata basis.</td> </tr> <tr> <td colspan="3">Subscription charges condition-based performance monitoring and predictive maintenance analytics package</td> </tr> <tr> <td>2</td> <td>Subscription charges</td> <td>100% of the fixed Monthly charges quoted in line item 20,30 and 40 of the Price Bid to be paid at end of every month starting from date of Go-Live.</td> </tr> </tbody> </table>	Payment Milestones			Sl. No	Major Heads	Payment Schedule	Initial Installation and Commissioning Charges			1	User training, Knowledge transfer and Successful Go-Live of the end-to-end solution,	100% of the installation & commissioning charges as quoted in line item 10.0 of the Price Bid on completion of installation & commissioning of all the 17 nos. of compressor packages. However, in the event OIL allows for partial installation and commission, the charges will be paid on pro-rata basis.	Subscription charges condition-based performance monitoring and predictive maintenance analytics package			2	Subscription charges	100% of the fixed Monthly charges quoted in line item 20,30 and 40 of the Price Bid to be paid at end of every month starting from date of Go-Live.	Modify
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REVISED SOQ

DESCRIPTION OF WORK/SERVICE: Hiring of Services for remote Online Condition Based Maintenance System for Gas Engine driven Reciprocating Gas Compressors.

Table 1:

Item No.	Description of Services	UOM	Estimated Quantity
10	Installation & Commissioning	LSM	1
20	Service Subscription Charges-1st year	MON	204
30	Service Subscription Charges-2nd year	MON	204
40	Service Subscription Charges-3rd year	MON	204

Note:

1. Tenure of Agreement: 03 (Three) years and 06 (months) from mobilization completion/project kick off (To) with a provision for extension by another 01 (one) year at the same terms and conditions, limited to the 3rd year Service Subscription rate.

2. Mobilisation Period: A period of 30 days for project kick-off, after issue of Mobilization Notice. The project kick-off shall be considered as To which is the start of the project.

3. The quoted price for the proposed solution as mentioned in Schedule of Rates shall be based on all components including hardware and its maintenance

requirements mentioned in the SCC.
4. While quoting the charges for Installation and Commissioning, the bidder should consider all cost towards supply, fitment of all the required hardware, software, fittings, Cloud network services, GSM service network, transportation etc. of all the 17 nos. of compressor units. The charges towards installation and commissioning will be paid on completion of all the 17 of compressor packages. However, in the event OIL allows for partial installation and commission, the charges will be paid on pro-rata basis.
5. Service Subscription Charges should include cost towards data collection, data analytics, report generation and recommendations regarding the predictive maintenance requirement. The cost also includes charges towards hardware, software maintenance, GSM Network charges, Cloud server charges, software License charges (if any), Analytics Services and any other charges required to make the availability and utilization of the system.
6. Price Bid uploaded without giving any of the details of the taxes (Including rates and amounts) will be considered as inclusive of all taxes including GST.